# GRANTS

# Powell Bill—FAQ

**Last Updated 6/27/2013**

## General

1. **Who do I call if I have questions?** You should call or email Stephanie Benson if you have questions.sbenson@ncdot.gov (919-707-4586 (For Powell Bill Reporting System related help and if you forget your 8-digit number).

2. **Are there limits on the size of attachments?** It is recommended to keep attachment size under 1MB for optimal performance**.**

3. **Why did I get logged out of the system?** The system will automatically log you out after thirty minutes of inactivity. All unsaved data will be lost.  Prior to being logged off, you will see a pop-up that allows you to extend your session through clicking ok and as long as you  click ok, you can work indefinitely.

4. **When is the system available?** The system will generally be available 24 X 7. However, there will be periodic maintenance windows when it will not be available (usually on weekends).

5. **Will the system time me out due to inactivity?** Yes, the system will time-out due to inactivity after thirty minutes.  All unsaved data will be lost.

6. **What version of Adobe Reader do I need in order to view the Grants Management System forms?** Adobe Reader 9.0 or higher.

7. **If I am working in any of the forms and I select Home, Help, or FAQs from the left menu but have not saved or submitted the forms, what happens?** You must re-enter all of the data.

8. **I am trying to log on and know that I remember my password, but I am not able to log on. Why can't I log on?** If you have not logged into the system in 30 days, your password is locked.  Call the NCDOT Help Desk at 919-707-7000 (local to Raleigh) or 800-368-2778 (toll free).

9. **How can I print from my PC?**  Select the print icon located just above the application.

10. **Can the engineering consultants get usernames and passwords to access this system?** No, it is the municipalities responsibility to enter information into the Powell Bill Reporting System.

## Technical Support

1. **I logged in and selected Certified Statement, Expenditure Report or Fiscal Data Report, but I see a red X. If you see a red X, there are three possible reasons:**

   - 1. You do not have Adobe Reader 9.0 or higher installed, please ask your technical support person to install. If you do have Adobe Reader 9.0 or higher installed, see reason 2 or 3.

   - 2. Adobe Reader may not be enabled for you to use. Select Tools > Internet Options >Program>Manage Add-ons>Adobe PDF Reader>Enable>OK. This path may vary slightly based upon your browser version.

   - 3. The web browser options in Adobe may not be set correctly. Open Adobe Reader >Select Edit>Preferences>Internet>Check Display PDF in Broswer>OK. Reboot

2. **I changed my password after I logged into the system for the first time but the system will not allow me to log in using my new password.**

   - Make sure your Caps Lock is not on.

   - Clean out your cache. IE Tools>Internet Options>Delete (Under Browsing History)>Delete All(Bottom of Window)Check Also delete files and settings stored by Add-Ons>Yes>OK. Close Browser Window.

3. **Will I be able to access the Powell Bill Reporting Systemusing my MacBook?** The Grants System can be accessed if you are running Windows, but not if you are using the Mac OS. Additionally, you must use Internet Explorer 7 or 8.

4. **I logged into the system,  but the system is not displaying properly and I cannot perform any work.**

   - Try running Internet Explorer in compatibility mode. In order to do this, you will notice an icon in the url address bar of Internet Explorer that looks like a broken page . Click on that icon .
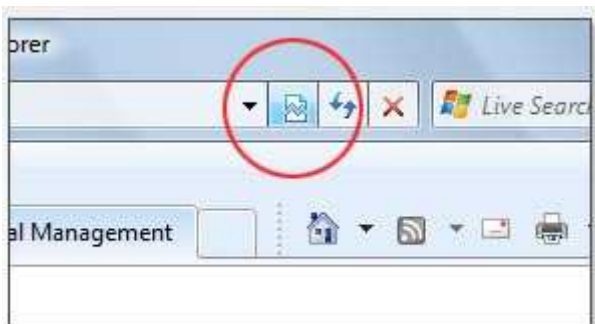
| Certified Statement Status | Meaning |
|---|---|
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| Expenditure Report | Meaning |
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| Fiscal Data Report | Meaning |
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**Certified Statement**

1. **I selected Submitted, but when I checked the status of the Certified Statement, it still reads Created**. **What happened?** You did not select *Save* after you selected *Submitted.* You must re-select *Submitted* and then select *Save*.

2. **How do I make sure that the seal shows on my scanned copy of the Certified Statement?** Shade the seal prior to scanning.

3. **Will I receive an email that tells me I submitted the Certified Statement?** No, but you can view the status and see that it is submitted. Once the Certified Statement status is submitted, the Certified Statement is with Stephanie Benson.

4. **Can I change the Certified Statement after I have submitted it?** No, once you select Submit, the Certified Statement  is locked for editing by you and can only be displayed. You may contact Stephanie Benson, Powell Bill Program Manager (sbenson@ncdot.gov  (919)-707-4586 )and ask her to return it to you.

5. **Is there a place that I can indicate that a paper map is being sent because my engineering consultant does not have digital mapping software?** No, but the Powell Bill Program Manager, Stephanie Benson, will assume that a paper copy is being mailed is a digital image is not attached.

6. **When is the Certified Statement due in the new system?** The Certified Statement is due July 21, 2013.

7. **Are there any changes to the business process for the Certified Statement?** Yes, if there are no changes to the corporate limits during the fiscal year AND there are no changes to the total Powell Bill street mileage during the fiscal year then NO map is required to be attached or mailed to NCDOT. If there are changes to EITHER the corporate limits or total Powell Bill street mileage during the fiscal year then a map is required to be attached or mailed to NCDOT.

8. **Do I have to submit a digital map?** Digital maps may be attached to the Certified Statement . Digital maps are not required, but are encouraged. A paper copy of the map may be mailed to NCDOT. Digital maps MUST have an engineer's or surveyor's seal, signature and date. This can be attached to the digital map with electronic digital software OR the map may be printed, signed and sealed and then scanned as a pdf file. The scanning of the map can be performed as a duty of the engineering firm hired by the municipality.

## Expenditure Report

1. **What is new with the Expenditure Report?** The Expenditure Report now has buttons which you must select to outline whether or not your expenses are done on a cash or accrual basis. We believe this will help us with questions from auditors when your balances do not match up.

2. **What are the spaces beside Bookkeeping Correction and Paving and Resurfacing in the Expenditure Report for?** Bookkeeping Correction and Paving and Resurfacing both require an explanation if you enter information in those line items. For Paving and Resurfacing you may say please see attachment if you have paved and resurfaced numerous streets.

3. **When is the Expenditure Report due in the new system?** The Expenditure Report is due on August 1, 2013.

## Fiscal Data Report

1. **What information am I supposed to enter on the Fiscal Data Report?** Enter amounts by line item for all funds received and expended for street purposes (NOT just Powell Bill funds).

2. **When is the Fiscal Data Report due in the new system?** The Fiscal Data Report is due December 1, 2013.